

# Help Desk Specialist HD41

The Help Desk Specialist program teaches how to maintain and troubleshoot computer hardware and software and be a support person to handle calls from customers.

**Program:** [Computer Information Systems](#)

**Type:** Technical Certificate of Credit

**Location:** Golden Isles, Jesup, Waycross

## Entrance Requirements

- Submit a completed application;
- High School diploma or equivalent required:  
No
- Age Requirement:
- Submit official high school/high school equivalent transcripts, if applicable;
- Submit official college transcripts, if applicable;
- Satisfy [Placement Testing](#) requirements.

## Required Courses

Item #	Title	Credits
COMP 1000	Introduction to Computer Literacy	3
CIST 1001	Computer Concepts	4
	CIST 1130 or CIST 1135	3-4
CIST 1122	Hardware Installation & Maintenance	4
CIST 2130	Desktop Support Concepts	3
	CIST Electives (4 credits)	4
	<b>Minimum Credit Hours for Graduation:</b>	<b>21</b>

## Introductory-Level Networking Class

\* Choose one of the following:

Item #	Title	Credits
CIST 1401	Computer Networking Fundamentals	4
CIST 2451	Introduction to Networks - CISCO	4
	<b>Minimum Credit Hours for Graduation:</b>	<b>4</b>
	<b>Minimum Credit Hours for Graduation:</b>	<b>25</b>